

To: Ostrander, David[Ostrander.David@epa.gov]
From: Hestmark, Martin
Sent: Wed 8/26/2015 7:08:31 PM
Subject: FW: public hotline for Gold King Mine release incident

FYI

From: Edlund, Carl
Sent: Tuesday, August 25, 2015 6:48 PM
To: Hanson, Brooke
Cc: Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David
Subject: Re: public hotline for Gold King Mine release incident

Thank you Brooke for your note. I thought that we responded to Rebecca last Wednesday on contacts and will confirm that with my staff.

We are very concerned about responsiveness to the phone line and report that in our PolRep. I understand that of approximately 160 calls, 62 were R-6 responsibility and that we had responded to 100% of these inquiries. (I don't have the actual numbers in front of me, this is what I recall from reading the PolRep).

If you have ANY calls that we have not responded to, please let me know. meanwhile, I will confirm our contacts.

Sent from my iPad

On Aug 25, 2015, at 6:03 PM, Hanson, Brooke <Hanson.Brooke@epa.gov> wrote:

Carl, Enrique, Martin,

I am coordinating EPA's public hotline for the Gold King Mine release incident in Durango. SRA, a contractor managed out of HQ, is now answering/responding to as many

calls as possible using a script developed by Area Command and approved through headquarters. However, we need a contact in R6, R8, and R9 who can follow-up, as appropriate, on public calls from the respective regions where SRA is unable to respond. The hotline is scheduled to be available to the public for the next two years, although we do not anticipate a large call volume.

Can you please send me a contact from each of your regions who can respond to the outstanding calls? I can provide access to the SharePoint call log that R6 set up, so everyone can check the log, respond as needed, and close out the requests in the log. To facilitate this, I will ask SRA to highlight calls needing regional follow-up as we move forward.

Many thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

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